

1. A method for communicating comprising:
obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
providing a notification of the work item via a user interface;
receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and
issuing a command associated with the activation of the work item object to an outgoing communication channel of the communication channels.

2. The method of claim 1 wherein the incoming communication channel and the outgoing communication channel are the same.

3. The method of claim 1 further comprising:
performing the command, wherein the command is performed by the outgoing
communication channel.

4. The method of claim 1 wherein the providing the notification includes providing the notification in real time with the obtaining the event.

5. The method of claim 1 wherein
the providing the notification includes invoking a notification module of the user interface.

6. The method of claim 1 wherein the activation of the work item object is associated with an accept work item command.

7. The method of claim 1 wherein the activation of the work item object is associated with a release work item command.

8. The method of claim 1 wherein

each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and

the issuing the command comprises:

determining a command channel driver with the associated command corresponding to the command; and

sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

9. The method of claim 8 wherein

the sending the command to the command channel driver comprises obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

10. The method of claim 1 wherein

each communication channel of the plurality of communication channels is associated with an associated channel driver; and

the issuing the command comprises sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

11. (Cancelled)

12. (Cancelled)

13. A method for communicating comprising:

obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein

each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types;

providing a notification of the event via the user interface;

receiving an activation of a command object of the user interface, the command object being

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associated with a command related to the event; and
issuing the command to an outgoing communication channel of the communication channels.

14. (Cancelled)

15. (Cancelled)

16. (Cancelled)

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17. A user interface for communicating comprising:
an obtaining module to obtain an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two of the communication channels have different media types, and the event corresponds to a work item;
a notification module to provide a notification of the work item;
a work item object; and
a receiving module to receive an activation of the work item object, wherein the activation of the work item object is associated with a command that is issued to an outgoing communication channel of the plurality of communication channels.

18. The user interface of claim 17, wherein the incoming communication channel and the outgoing communication channel are the same.

19. A user interface for communicating comprising:
a notification object to provide a notification of an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types;
and
a command object, wherein activation of the command object issues a command to an outgoing communication channel of the communication channels.

20. The user interface of claim 19 wherein the incoming communication channel and the outgoing communication channel are the same.

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21. A computer system comprising:
a processor;
a display, coupled to said processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium,
configured to cause said processor to communicate using at least one communication
channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
and
at least two of the communication channels have different media types,
by virtue of being configured to cause said processor to:
obtain an event communicated via an incoming communication channel of the
communication channels, wherein
the event corresponds to a work item available via the incoming
communication channel;
provide a notification of the work item via a user interface presented on the
display;
receive an activation of a work item object of the user interface, the work item
object being associated with the work item; and
issue a command associated with the activation of the work item object to an
outgoing communication channel of the communication channels.

22. A database comprising:
a communication channel table comprising information regarding a communication channel;
a channel driver table comprising information regarding a channel driver that controls the
operation of the communication channel and is operable to provide an event from the
communication channel and to issue a command to the communication channel;
an event table comprising information regarding the event; and
a command table comprising information regarding the command.

23. The database of claim 22, wherein
the communication channel table provides access to:
a channel ID of the communication channel;

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a media type of the communication channel; and
a configuration ID of a configuration to which the communication channel belongs.

24. The database of claim 22, wherein
the event table provides access to

an event ID of the event;
an event name of the event; and
a channel driver ID of the channel driver.

25. The database of claim 22, wherein
the command table provides access to:

a command ID of the command;
a command name of the command; and
a channel driver ID of the channel driver.

26. The database of claim 22, wherein said channel driver table comprises:
a channel driver ID of the channel driver;
a media type of the communication channel;
a file name of the channel driver; and
a media string that allows a media service associated with the channel driver to be invoked.

27. The method of claim 1 wherein
the activation of the work item object is associated with selecting one communication channel
of the plurality of communication channels for working on the work item.

28. The method of claim 1 wherein
the activation of the work item object is associated with selecting from a list of a plurality of
work items.

29. The method of claim 1 wherein
the activation of the work item object is associated with one of a suspend work item command
and a retrieve work item command.

30. The method of claim 1 wherein
the activation of the work item object is associated with an initiate work item command.

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31. The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

32. The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. The method of claim 1 wherein the issuing the command comprises determining the command to be issued from a context of the work item object when the work item object is activated.

34. The user interface of claim 17, further comprising:
an issuing module to issue the command to the outgoing communication channel.

35. The user interface of claim 17, further comprising:
an assignment module to determine an assignment of an agent to the work item.

36. The database of claim 22, wherein the channel driver table comprises information regarding a plurality of channel drivers.

37. The database of claim 22, wherein the communication channel table comprises information regarding a plurality of communication channels.

38. The database of claim 22, further comprising:
a user interface object table comprising information regarding a user interface object of a user interface that is operable to communicate with the channel driver.

39. A user interface for communicating comprising:
a user interface object;

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an issuing module to issue a command to an outgoing communication channel of a plurality of communication channels in response to an activation of the user interface object, wherein each communication channel of the communication channels has a media type, and at least two communication channels of the communication channels have different media types.

40. The user interface of claim 39 further comprising:
an event handling module to handle an event from an incoming communication channel of the communication channels.

41. The user interface of claim 40 further comprising:
a notifying module to provide a notification of the event.

42. The user interface of claim 40 further comprising:
a responding module to perform an event response to the event.

43. The user interface of claim 39 further comprising:
a status object;
a status updating module to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

44. The user interface of claim 39 further comprising:
a status changing module to change a status of an agent using the user interface to one of ready and not ready.

45. The user interface of claim 39 further comprising:
an assigning module to assign an agent to receive a notification of an event; and
a notifying module to provide the notification to the agent.

46. A database comprising:
a user interface object table comprising information regarding a user interface object of a user interface to communicate with a communication channel.

47. The database of claim 46 further comprising:
a communication channel table comprising information regarding the communication

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channel.

48. The database of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. The database of claim 48 further comprising:
a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. The database of claim 46 further comprising:
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. The database of claim 46 further comprising:
a command table comprising information regarding a command sent to the communication channel.

52. The database of claim 46 further comprising:
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. The database of claim 52 further comprising:
an event response table comprising information regarding an event response to be performed in response to the event.

54. A database comprising:
an object table, wherein the object table comprises information regarding a user interface object.

55. The database of claim 54 wherein
the object table further comprises information regarding an action to be performed when the user interface object is activated.

56. The database of claim 55 wherein
the action comprises issuing a command to a communication channel.

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57. The database of claim 55 wherein the action comprises setting an agent status to one of ready and not ready.

58. The database of claim 54 wherein the object table further comprises a notification object.

59. An apparatus to communicate comprising:
a user interface comprising at least one user interface object operable to be activated, wherein the activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels,
each communication channel of the communication channels has a media type, and
at least two communication channels of the communication channels have different media types.

60. The apparatus of claim 59 further comprising:
a communication server operable to communicate with the user interface, wherein the communication server causes the command to be issued to the one communication channel.

61. The apparatus of claim 60 wherein the communication server further receives an activation of the user interface object.

62. The apparatus of claim 59 further comprising:
a channel driver communicatively coupled to the one communication channel to issue the command.

63. The apparatus of claim 59 further comprising:
a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. The apparatus of claim 59 further comprising:
a database comprising:
a command table comprising information regarding the command; and

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a user interface object table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

65. The apparatus of claim 64 wherein the database further comprises:

a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. The apparatus of claim 64 further comprising:
a channel driver to access the command table and the user interface object table to issue the command.

67. An apparatus for communicating comprising:
obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying means for providing a notification of the work item via a user interface;
receiving means for receiving an activation of a work item object of the user interface, the work item object being associated with the work item; and
issuing means for issuing a command associated with the activation of the work item object to an outgoing communication channel of the communication channels.

68. The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. The apparatus of claim 67 further comprising:
performing means for performing the command, wherein the command is performed by the outgoing communication channel.

70. The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real

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time with the obtaining the event.

71. The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. The apparatus of claim 67 wherein each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and

the issuing means comprise:

driver determining means for determining a command channel driver with the associated command corresponding to the command; and

sending means for sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

75. The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

76. The apparatus of claim 67 wherein each communication channel of the plurality of communication channels is associated with an associated channel driver; and the sending means comprise command sending means for sending the command to the associated channel driver for the incoming communication channel, wherein the associated channel driver performs the issuing of the command to the incoming

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communication channel, the incoming communication channel and the outgoing communication channel being the same.

77. The apparatus of claim 67 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.

81. The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

82. The apparatus of claim 67 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;

and further comprising:

agent determining means for determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

83. The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.

84. An apparatus comprising:

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obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, and at least two of the communication channels have different media types; notifying means for providing a notification of the event via the user interface; receiving means for receiving an activation of a command object of the user interface, the command object being associated with a command related to the event; and issuing means for issuing the command to an outgoing communication channel of the communication channels.

85. A computer program product comprising:

obtaining instructions to obtain an event communicated via an incoming communication channel of a plurality of communication channels, wherein each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and the event corresponds to a work item available via the incoming communication channel; notifying instructions to provide a notification of the work item via a user interface; receiving instructions to receive an activation of a work item object of the user interface, the work item object being associated with the work item; issuing instructions to issue a command associated with the activation of the work item object to an outgoing communication channel of the communication channels; and a computer-readable medium that stores the obtaining instructions, the notifying instructions, the receiving instructions, and the issuing instructions.

86. The computer program product of claim 85 wherein the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.

87. The computer program product of claim 85 further comprising: performing instructions to perform the command, wherein the command is performed by the outgoing communication channel.

88. The computer program product of claim 85 wherein

the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.

89. The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the user interface.

90. The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.

91. The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. The computer program product of claim 85 wherein each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and the issuing instructions comprise:

driver determining instructions for determining a command channel driver with the associated command corresponding to the command; and sending instructions for sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.

93. The computer program product of claim 85 wherein the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the command channel driver.

94. The computer program product of claim 85 wherein each communication channel of the plurality of communication channels is associated with an associated channel driver; and the issuing instructions comprise command sending instructions for sending the command to the associated channel driver for the incoming communication channel, wherein the

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associated channel driver performs the issuing of the command to the incoming communication channel, the incoming communication channel and the outgoing communication channel being the same.

95. The method of claim 1 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

96. The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

97. The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

98. The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.

99. The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

100. The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

101. The method of claim 1 wherein the issuing the command comprises determining the command to be issued from a context of the work item object when the work item object is activated.

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